

Accountability towards communities 2023

Acted's confidential & secure Feedback Mechanism (AFM)

Objectives of the AFM

- ✓ Keeping Acted accountable to the populations we serve by ensuring that community members can share complaints, comments, and feedback on our work, in a safe, appropriate and accessible way
- ✓ Closing the feedback loop, by providing timely responses to feedback and complaints received
- ✓ Channeling community complaints, feedback and suggestions into corrective action for ongoing projects, to improve our programming
- ✓ Feeding AFM data back into future programme design, to strengthen programme quality

Overview – All feedback & complaints received

16% increase
compared to 2022*

In part due to increased visibility and awareness of the AFM as well as more generally the increased volume of operations by Acted in 2023.

Across **34**
countries

132,044
received

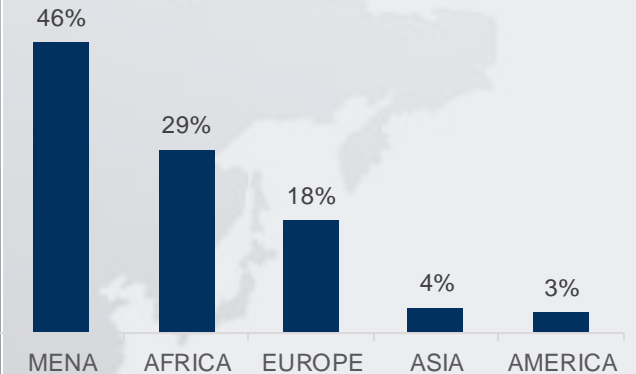
Including
28,599
thanking
notes

51%
coming
from
women

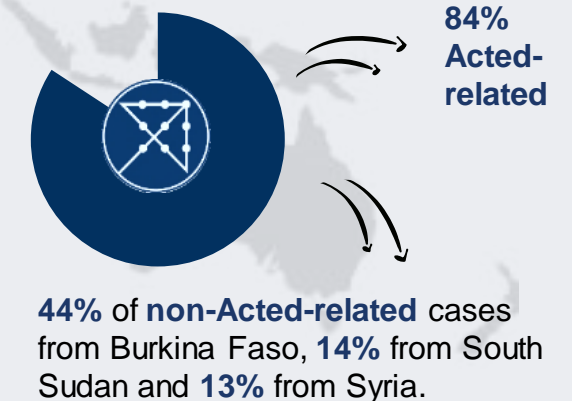
63% from **Syria, Ukraine and Burkina Faso**

In part due to Acted working as camp management agency and therefore managing the camp-based Complaints and Feedback Mechanisms (AFMs). A significant proportion of these complaints are non-Acted related.

Regional repartition



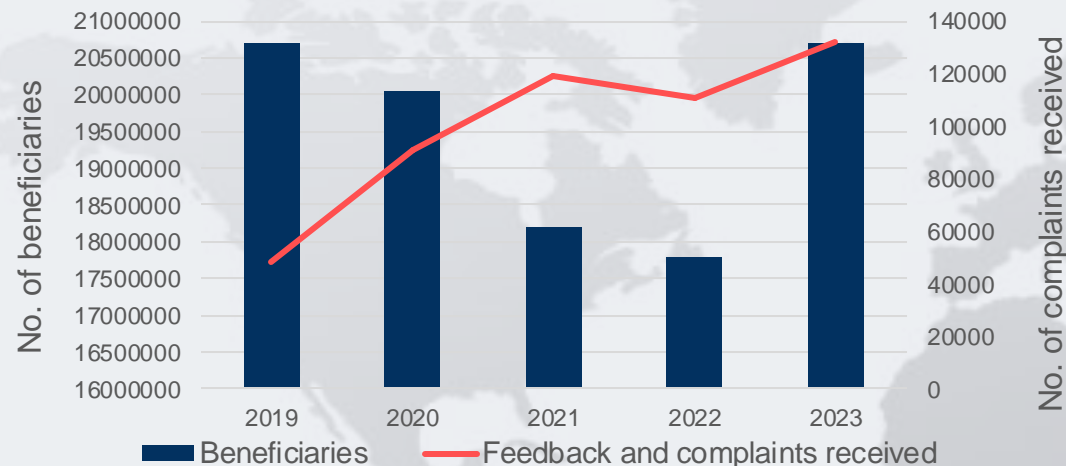
Relevance to Acted



*110,556 feedback & complaints received in 2022 (Acted and non-Acted related)

Overview – All feedback & complaints received

AFM trends over five years



Over the past five years, the AFM has grown in size and functionality at HQ and mission level. The following **key developments** occurred between 2019 and 2023:

- Acted increased its number of countries of operation from 37 to 40.
- A new Accountability Officer staff position was created at HQ in 2021 to better accommodate the growing coordination and implementation needs of the AFM between HQ and missions.
- In 2022, the online CORE platform was created to facilitate the registering and management of a growing volume of complaints in a centralized system.
- Transparency has received a higher number of sensitive complaints from the AFM, resulting in a high number of investigations. In 2019, Transparency received 3 alerts on Level 5 complaints via the AFM. In 2023, Transparency received 311 alerts, leading to 243 investigations.

Missions receiving little or no feedback

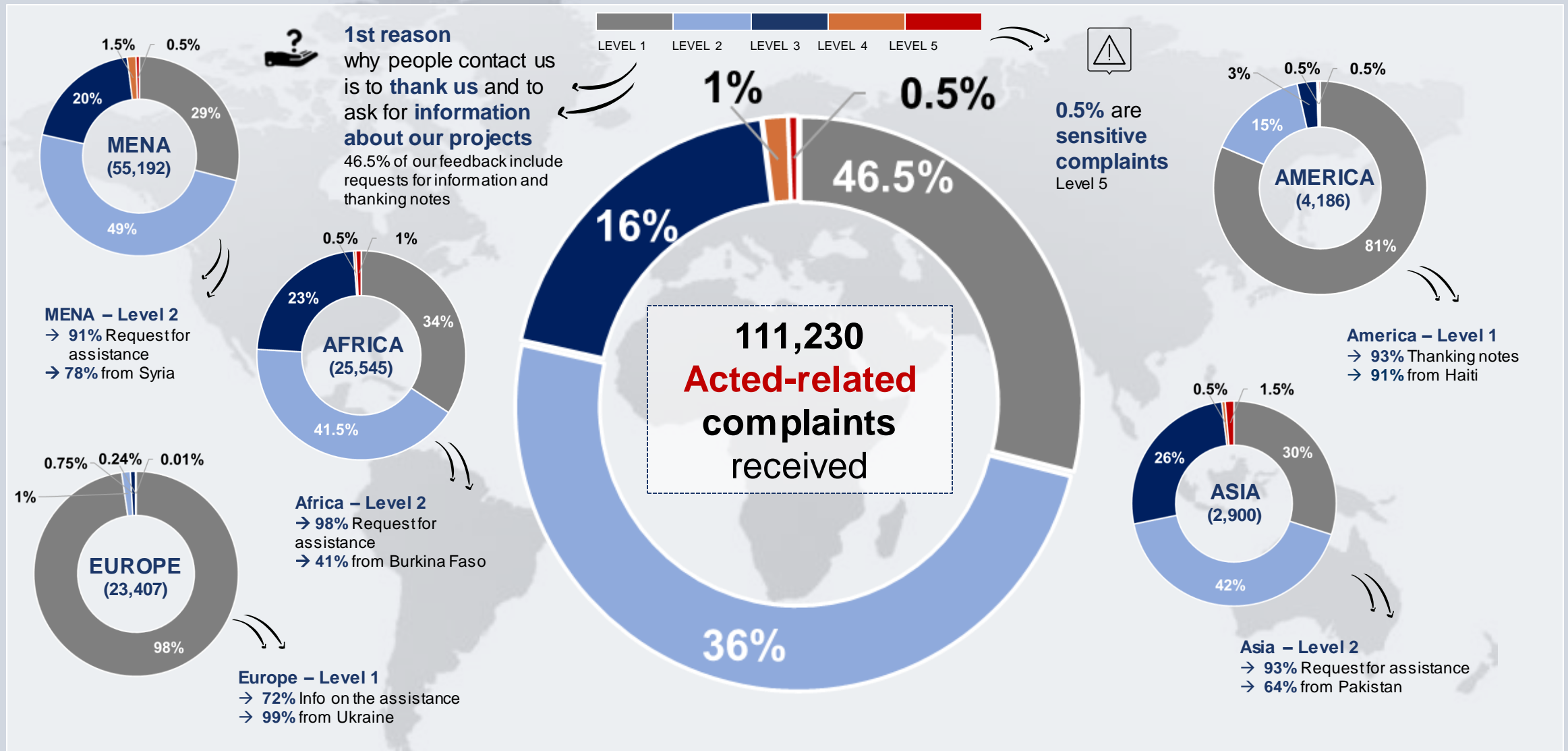
Country	Volume Feedback received in 2023	No. of beneficiaries in 2023 (est.)
Mozambique	123	146,387
Armenia	110	75,697
Sri Lanka	106	44,442
Ethiopia	79	71,272
Uzbekistan	52	107,985
Uganda	10	1,684
Kyrgyzstan	4	27,866
Tajikistan	0	307,599
Thailand	0	12

The **Kyrgyzstan**, **Tajikistan** and **Uzbekistan** missions have relatively small numbers of beneficiaries, however Central Asian culture may also be a contributing factor to a reluctance to complain. Over 80% of beneficiaries are aware of the AFM and 1-2 channels through which they can contact Acted, suggesting that culture is the main factor in the lack of complaints. The Central Asia missions are exploring various awareness and communication means to encourage participation in the AFM and meet the needs of beneficiaries.

Ethiopia and **Mozambique** are fairly new missions that focus on humanitarian response. Both missions work alongside WFP (which implements its own feedback mechanism), and receive few referrals to the AFM. The Mozambique mission implemented small projects in its first year of operation (2023), while in Ethiopia, certain communication channels (**not free** hotline) remain inaccessible to beneficiaries.

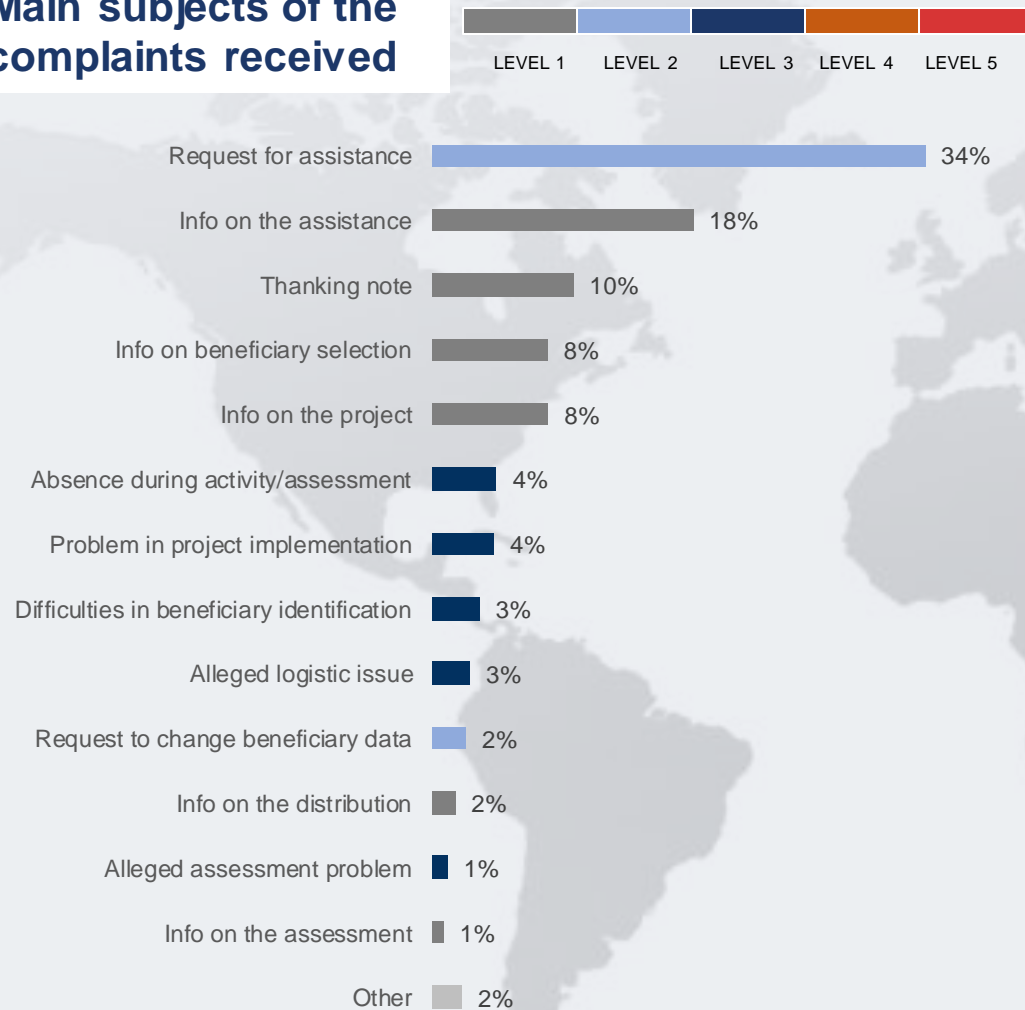
Armenia, **Sri Lanka**, **Thailand** and **Uganda** are all small missions that focus on development programs and minimal emergency response. Hence, there are not many beneficiaries to provide complaints.

Types of complaints – Acted-related



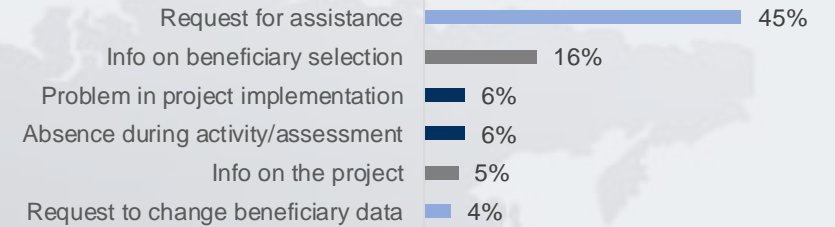
Details on the types of complaints – Acted-related

Main subjects of the complaints received

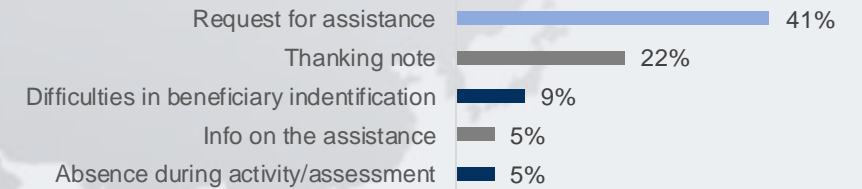


Main subjects of complaints received per area

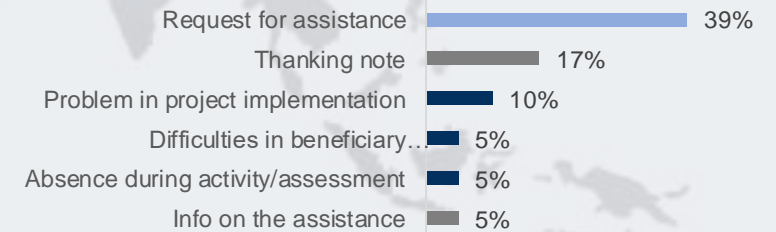
MENA



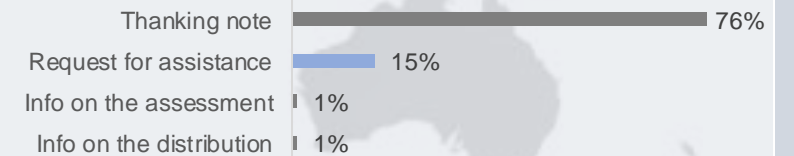
AFRICA



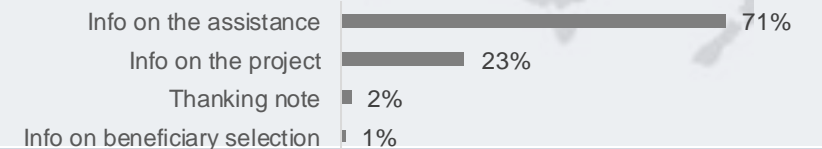
ASIA



AMERICA

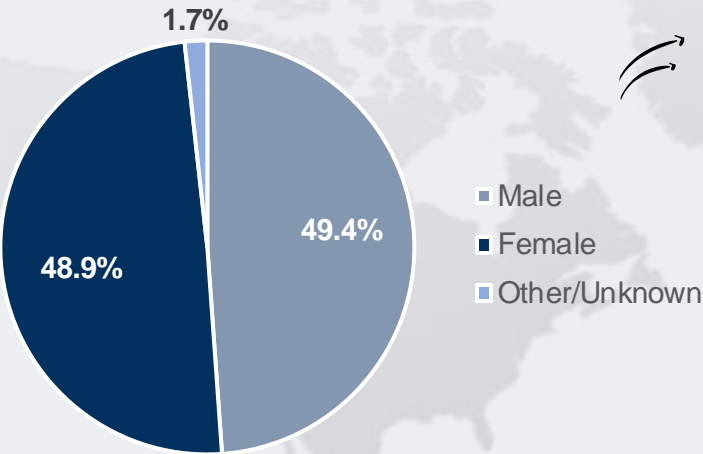


EUROPE

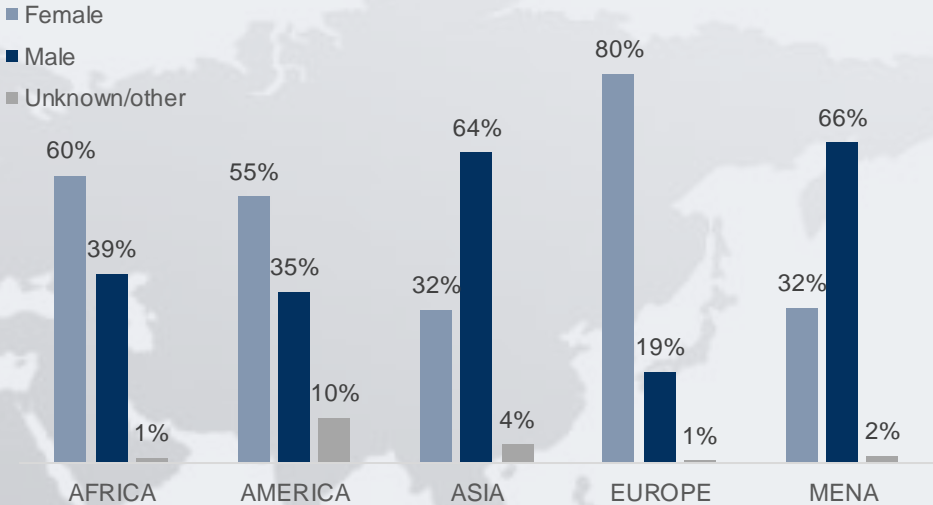


Complainants – Acted-related

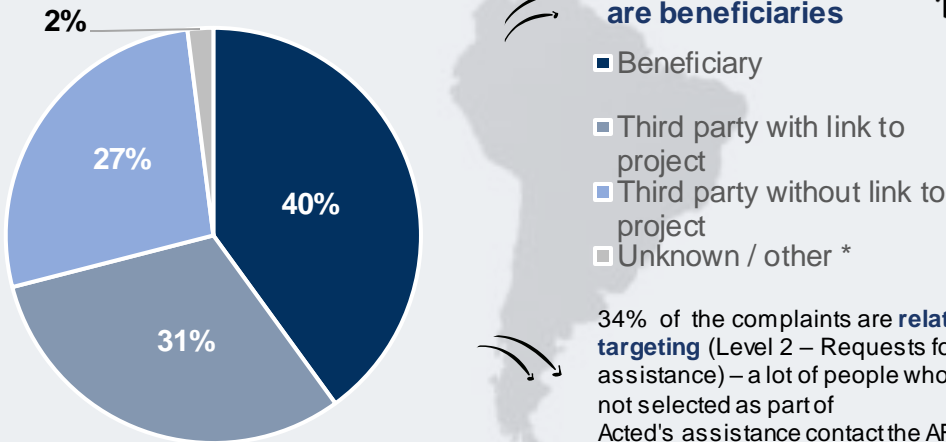
Gender of complainants



The percentage of female and male complainants is roughly equal (49%)



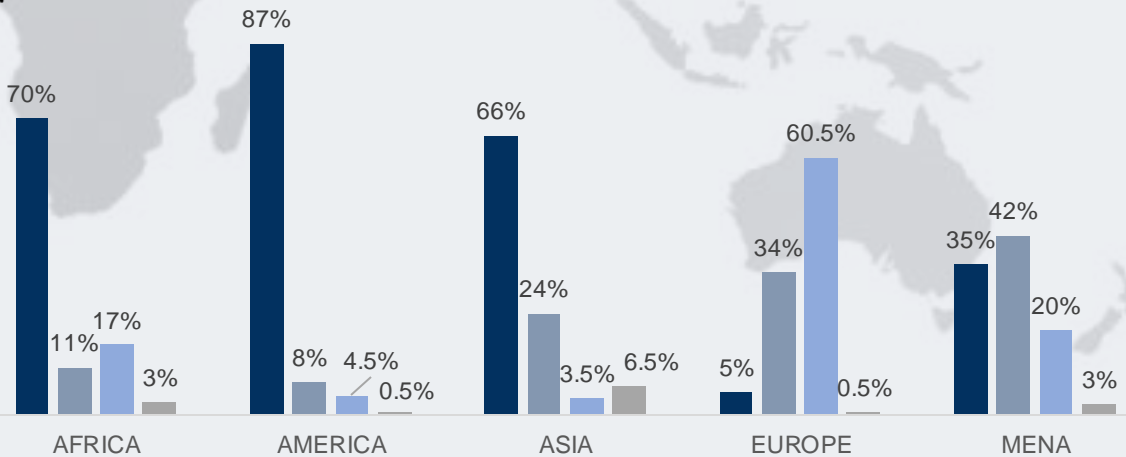
Type of complainants



40% of complainants are beneficiaries



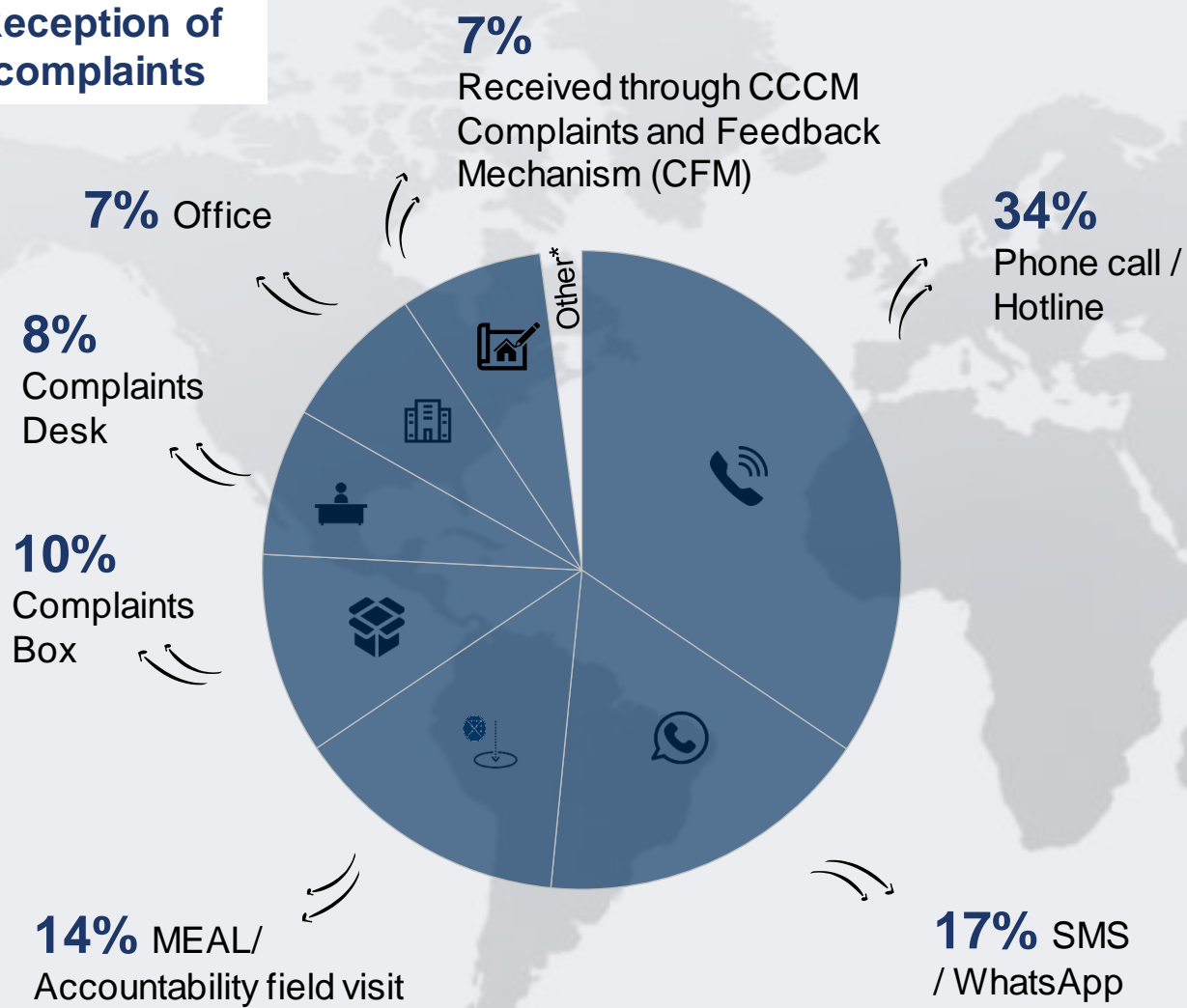
34% of the complaints are **related to targeting** (Level 2 – Requests for assistance) – a lot of people who were not selected as part of Acted's assistance contact the AFM.



*Other types of complainants: Acted staff, partner staff, contractor staff.

Communication means – Acted-related

Reception of complaints



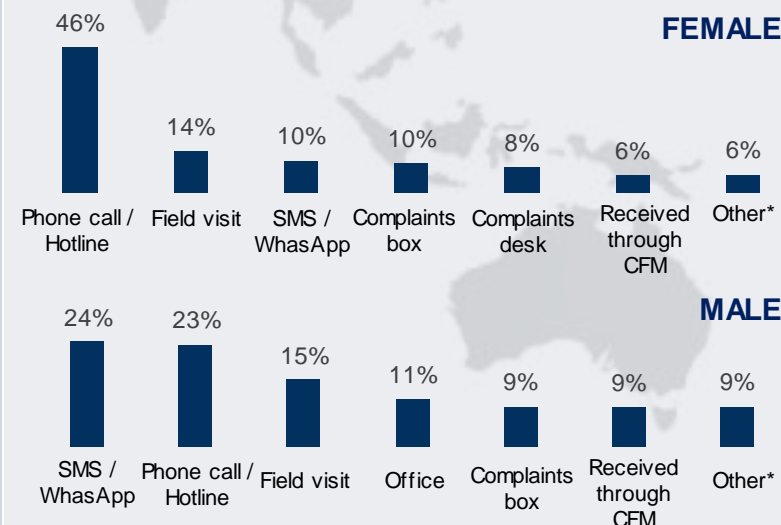
Regional

Most commonly used communication means per region

MENA	SMS / WhatsApp (34%) & Received through CFM (15%)
AFRICA	Phone call / Hotline (29%) & Field visit (25%)
ASIA	Phone call / Hotline (55%) & Field visit (13%)
AMERICA	Complaints box (38%) & Field visit (33%)
EUROPE	Phone call / Hotline (96%)

Gender

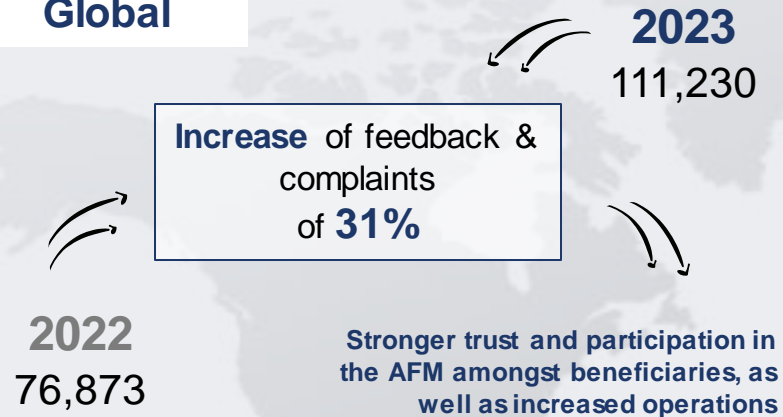
Prevalence of communication means used by gender



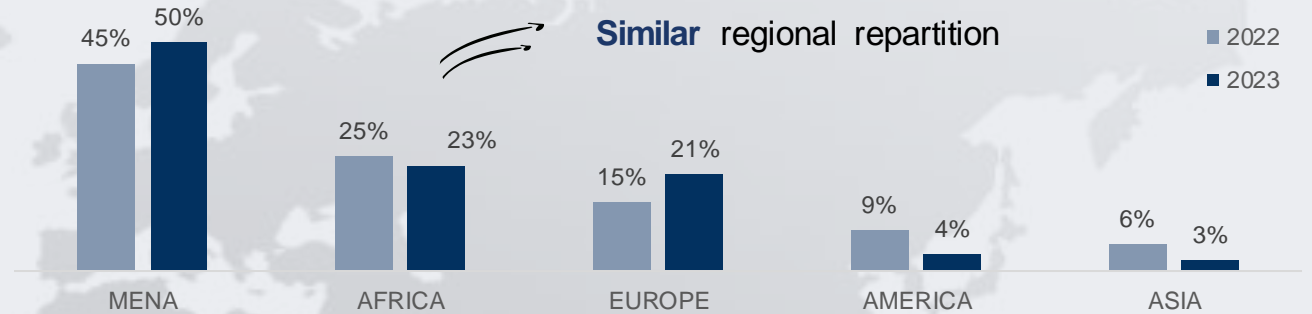
*3% : referred by Acted staff (other than MEAL), email, NGO referral, post, social media and other.

Comparison 2022 – 2023 **Acted-related complaints only**

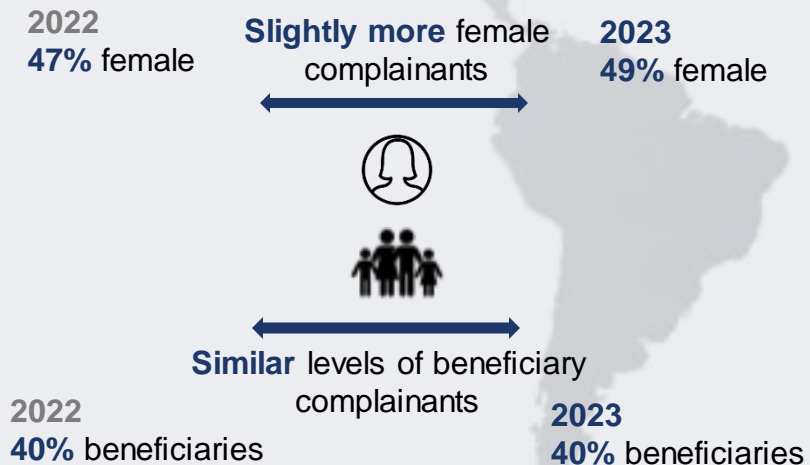
Global



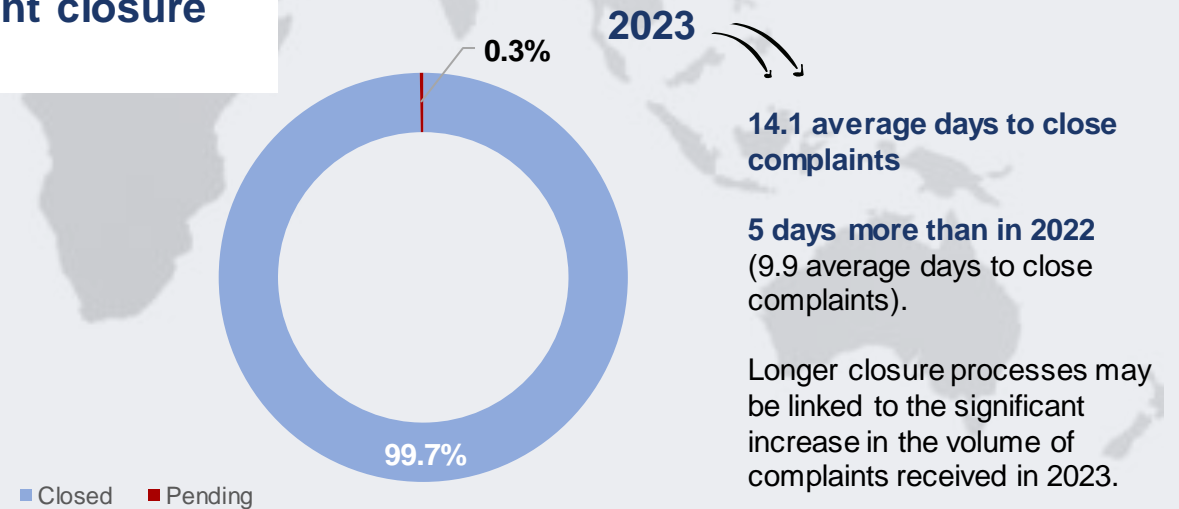
Regional repartition



Profile of complainants



Complaint closure status



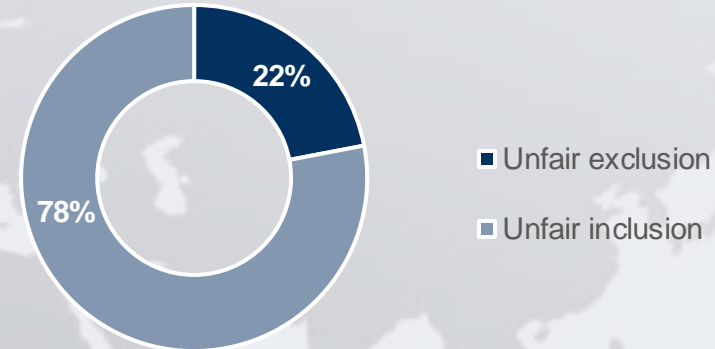
*Referred by Acted staff (other than MEAL), email, NGO referral, post, social media and other.

Focus on Level 4 complaints – Acted-related

935 Level 4 complaints received

59% Alleged irregular or biased selection process (547)

- Mostly registered in **Syria** (341) and **Afghanistan** (97)



14% Activities putting beneficiaries/community members/environment at risk (132)

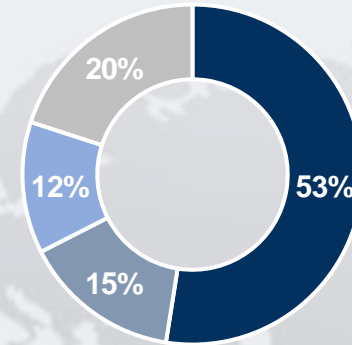
- Mostly registered in **Syria** (82) and **Mali** (12)



Focus on Level 4 complaints – Acted-related

11% Alleged misbehaviour (other than SEAH, and other than child ill-treatment or negligence) (105)

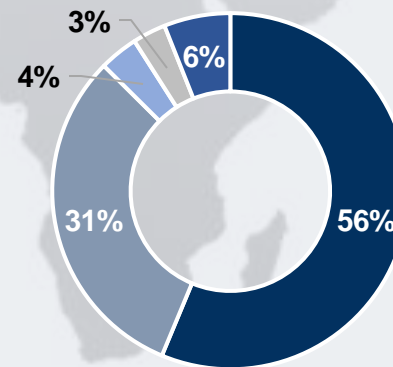
- Mostly registered in **Syria** (52), and equally distributed (7 for each country) between **Afghanistan, Chad, Jordan, Moldova** and **Pakistan**



- Acted staff towards beneficiary/community member
- Authority/community representative linked to the project towards beneficiary/community member
- Beneficiary/community member towards daily/incentive worker contracted by Acted
- Other

3% Security-related issues (25)

- Mostly registered in **Syria** (21) and **Yemen** (4)



- Threats to Acted staff or premises
- Military presence around the intervention site
- Violence/armed conflict affecting beneficiaries around the intervention site
- Physical harm to beneficiaries
- Other

13% Other (119)

- Mostly registered in **Afghanistan** (107)